

# OPPENHEIMER

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## FAX COVER LETTER

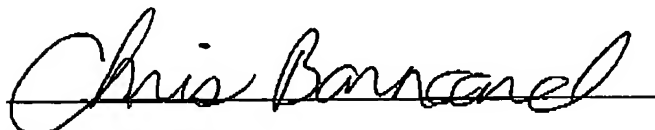
September 8, 2005

**TO:** Commissioner for Patents  
**COMPANY:** U.S. Patent and Trademark Office  
**PHONE:** 703.308.9723  
**FAX:** 571.273.8300

**FROM:** Steven C. Lieske  
**DIRECT DIAL:** 612.607.7508  
**EMAIL:** SLieske@Oppenheimer.com  
**RE:** Status Request - Serial No.: 10/811,439

**COMMENTS:** I certify that the following correspondence is being transmitted by facsimile to Commissioner for Patents, at the U.S. Patent and Trademark Office on September 8, 2005.

1. Status Request for Serial No: 10/811,439



Chris Barncard

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Originals: Not being sent

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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert E. Wollan et al.

Serial No.: 10/811,439

Filing Date: March 26, 2004

Title: ENHANCING INSIGHT-DRIVEN  
CUSTOMER INTERACTIONS

Docket No: 60021-378601/US

Group Art Unit: 3623

Examiner: Michael C. Heck

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450I CERTIFY THAT THIS PAPER IS BEING FACSIMILE  
TRANSMITTED AND IS ADDRESSED TO, COMMISSIONER FOR  
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571.273-8309 ON 9/8/2005. (37 CFR 1.8a)  
Chris BarnardSTATUS REQUEST

Dear Sir:

The above-referenced patent application has now been on file for 18 months. Please provide a status of this application.

No fees are believed to be due at this time. However, if we have miscalculated the Commissioner is authorized to charge our deposit account number 50-1901 for any fees that may be due.

Any inquiry regarding this matter should be directed to Steven C. Lieske at (612) 607-7508.

Respectfully submitted,

By: 

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Customer No. 29838

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